Table 3

Distribution of Enquiries / Complaints

Organisation	Enquiries	Complaints
Agriculture, Fisheries and Conservation Department	72	35
Airport Authority	3	2
Architectural Services Department	16	12
Audit Commission	1	2
Auxiliary Medical Service	2	0
Buildings Department	216	147
Census and Statistics Department	2	3
Civil Aid Service	3	1
Civil Aviation Department	5	2
Civil Engineering Department	11	6
Companies Registry	17	4
Correctional Services Department	40	227
Customs and Excise Department	51	21
Department of Health	96	254
Department of Justice	33	16
Drainage Services Department	37	29
Electrical and Mechanical Services Department	20	17
Employees Retraining Board	13	9
Environmental Protection Department	51	74
Equal Opportunities Commission	33	9
Fire Services Department	49	26
Food and Environmental Hygiene Department	521	249
General Office of the Chief Executive’s Office	7	13
Government Flying Service	0	1
Government Laboratory	2	1
Government Logistics Department	5	4
Government Property Agency	9	12
GS - Chief Secretary for Administration’s Office	3	21
GS - Civil Service Bureau	3	40
GS - Commerce, Industry and Technology Bureau	0	5
GS - Economic Development and Labour Bureau	1	4
GS - Education and Manpower Bureau	91	88
GS - Environment, Transport and Works Bureau	0	17
GS - Financial Services and the Treasury Bureau	0	4
GS - Health, Welfare and Food Bureau	1	7
GS - Home Affairs Bureau	1	12
GS - Housing, Planning and Lands Bureau	4	10
GS - Security Bureau	0	4
GS - (PO) Chief Secretary for Administration’s Private Office	0	1
GS - (PO) Finanical Secretary’s Private Office	0	1
GS - Unclassified	196	0
Government Supplies Department	2	1
Highways Department	56	73
Home Affairs Department	176	364
Hong Kong Arts Development Council	2	1
Hong Kong Examinations and Assessment Authority	34	11
Hong Kong Housing Authority	62	38
Hong Kong Housing Society	69	38

Table 3

Distribution of Enquiries / Complaints

Organisation	Enquiries	Complaints
Hong Kong Monetary Authority	28	16
Hong Kong Observatory	3	0
Hong Kong Sports Development Board	8	4
Hospital Authority	402	140
Housing Department	839	492
Immigration Department	323	111
Information Services Department	3	1
Information Technology Services Department	1	1
Inland Revenue Department	132	61
Intellectual Property Department	2	1
Invest Hong Kong	1	6
Judiciary Administrator	202	82
Kowloon-Canton Railway Corporation	18	18
Labour Department	205	45
Land Registry	10	7
Lands Department	245	283
Legal Aid Department	163	66
Legislative Council Secretariat	3	2
Leisure and Cultural Services Department	145	114
Mandatory Provident Fund Schemes Authority	52	14
Marine Department	20	2
Office of the Telecommunications Authority	45	9
Official Receiver's Office	50	27
Planning Department	12	94
Post Office	98	56
Privacy Commissioner for Personal Data	12	13
Radio Television Hong Kong	13	8
Rating and Valuation Department	29	32
Registration and Electoral Office	12	15
Securities and Futures Commission	28	10
Social Welfare Department	424	142
Student Financial Assistance Agency	79	22
Television and Entertainment Licensing Authority	12	4
Territory Development Department	12	13
Trade and Industry Department	22	5
Transport Department	211	173
Treasury	10	9
University Grants Committee	1	2
Urban Renewal Authority	24	14
Vocational Training Council	39	9
Water Supplies Department	164	81
Total	**6,118**	**4,120**

Note 1: The total number of enquiries and complaints received in Table 1 are 12,552 and 4,661 respectively. They are different from the figures shown in Table 3 for the following reasons:

- An enquiry / complaint involving more than one organisation is shown against each of the organisation.
- Enquiries / complaints involving bodies outside The Ombudsman's jurisdiction are not shown.

Note 2: Organisations under Schedule 1 to The Ombudsman Ordinance with no enquiries / complaints received in the reporting year are not shown.